

NOTICE

There is a job vacancy with the **BAY COUNTY CIVIC ARENA.**

Job Title: **Civic Arena Operations Manager**

Rate of Pay: **\$39,457.60 entry, progressing to
\$43,014.20 per year after 4 years (MB06)**

This full-time position with benefits is included in the BCAMPS labor agreement, although union membership is voluntary.

GENERAL SUMMARY: Manages the Civic Arena operations, primarily night and weekend operations during the busiest hours, analyzes cash handling, revenue and expenditures ensuring policies and procedures are strictly adhered to. Promotes increased participation, programming, and/or activities offered by the Civic Arena. Trains employees, handles customer complaints, and has general oversight of the activities of the Civic Arena. Works under the general supervision of the Director of Recreation & Facilities.

TYPICAL DUTIES:

1. Manages Civic Arena operations, including night and weekend operations, supervision of employees, building programming and operations, including equipment operation. Involved in approving and general supervision of new activities and special events at the arena.
2. Works to increase profitability of the Civic Arena using a combination of sales strategies and/or cost control mechanisms. Works to increase current programming/participation and brings in additional programming for adults and youth.
3. Ensures policies and procedures are adhered to. Submits requests for procedure changes and improvements to the Director of Recreation & Facilities.
4. Analyzes cash handling, Civic Arena revenue and expenditures. Reviews and analyzes budget regularly.
5. Trains employees for activities such as skate sharpening, driving the Zamboni, food handling in concession, and operating the POS system.
6. Handles counseling and disciplining staff through the approved write-up procedure.
7. Oversees the Pro-Shop, examines revenues and expenditures, orders and tracks merchandise, and loss prevention.
8. Performs general maintenance when needed, performs minor repairs to equipment, and handles building maintenance needs when appropriate. This includes the Zamboni, indirect refrigeration systems and other equipment necessary to ensure our continued operation, especially during night and weekend hours. Calls after-hours maintenance when necessary. Reports maintenance needs to maintenance staff.
9. Handles customer complaints, finds suitable solution if appropriate.
10. All other duties as assigned.

The above statements are intended to describe the general nature of work performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties assigned personnel in this classification.

QUALIFICATIONS: Bachelor's degree required. At least 5 years of experience in ice rink operations, equipment and programming. Must have excellent customer relations skills and be able to effectively communicate with the public. Ability to work nights, weekends and a changing schedule based on the needs of the arena and scheduled events. Applicants may be required to take written and or other examinations.

PHYSICAL REQUIREMENTS: This position involves sitting, being mobile, bending and/or standing for significant periods of time. Additional requirements include the ability to move objects according to the following weight & frequency: Generally, 20 to 50 pounds of force up to one third of the time.

Make application online at www.baycounty-mi.gov or in person/via US Mail to Bay County Personnel Department, 515 Center Avenue, Bay City, MI 48708 no later than **4:00 p.m. Tuesday, October 25, 2016.**

Bay County is an Equal Opportunity Employer

"Bay County is an equal opportunity employer. It is the policy of Bay County and its departments to pursue equal employment opportunity regardless of height, weight, political or religious affiliations, race, color, sex, disability, familial status, sexual orientation, gender identity, national origin, or other protected classification set forth by law in our relationship with applicants for employment, employees of the department, and the public."